

How QX's Automation Solutions Helped a UK Social Care Agency Save 1,300+ Hours a Year

About the Client

The client is a leading provider of agency social workers in the UK. They place health and social care professionals in both temporary and permanent roles across local authorities, NHS Trusts, fostering agencies, charities, and other sectors.



Business Challenges

The client was struggling with a highly manual process for handling Cognito/Web forms, which posed multiple operational challenges:

- ▶ **Manual Workflow:** The entire workflow—from receiving forms to data processing—was handled manually, consuming significant time and effort.
- ▶ **Error-Prone:** Manual handling increased the risk of errors, impacting compliance and operational efficiency
- ▶ **Resource Drain:** Team members had to dedicate substantial time to this task, diverting focus from more strategic priorities.

Business Objective

To overcome these issues, the client aimed to:

- ▶ **Enhance Efficiency:** Automate repetitive compliance tasks to free up staff for higher-value activities.
- ▶ **Reduce Human Error:** Improve accuracy and ensure regulatory compliance through automation.
- ▶ **Achieve Cost Savings:** Lower operational costs by minimizing manual labor.
- ▶ **Enable Scalability:** Implement a process that can scale with growing volumes without increasing headcount.

How QX Helped?

QX proposed a **Robotic Process Automation (RPA)** solution designed to streamline the entire Cognito form handling process. Key components included:

- ▶ **Automated Email Handling:** Capturing and managing all incoming emails related to Cognito forms.
- ▶ **Candidate Search & Verification:** Automating candidate look-up and validation against internal systems.
- ▶ **Data Entry into Bullhorn CRM:** Extracting and populating form data directly into the Bullhorn CRM, eliminating manual data entry.

Key Results Achieved

- ▶ **1,300+ Hours Saved Annually:** By automating the process, the client freed up over 1,300 hours each year.
- ▶ **Greater Scalability:** The framework is scalable and can be replicated for similar processes across the organization.
- ▶ **Improved Accuracy & Compliance:** Fewer errors, better record-keeping, and enhanced compliance outcomes.